

MSP Remote workforce Survey

Webinar

Tuesday, April 28, 2020 @ Noon ET

MSP SURVEY

Remote Workforce



agenda

- Introduction
- MSP Survey Overview
- Microsoft Teams
- Results Overview
- Results Summary
- Why do we care?





MISSION

Help MSPs Grow:

by providing tools and quality partners.

Why does this business exist?

Joe Pannone

Founder of Forza Technology Solutions

Founder of CWDash: The ConnectWise
Business Intelligence Platform

Founder of ForzaDash: Connecting IT
Vendors with MSPs since 2015

Joe@forza.com



Dave Sobel

Technologist

- B.S. Computer Science
- Microsoft MVP, Virtualization
- Author, “Virtualization: Defined”
- Channel Partners, Top 20 Tech Thinkers You Should Know
- Channel Pro 20/20 Visionary
- VAR Guy Top 50 Cloud Influencers
- Channelnomics Top Influencer

Vendor

- Helped sell two vendors
- MSP Mentor Top Execs to Watch
- CRN Channel Chief
- CRN UK A-List
- Channel Futures Circle of Excellence



Solution Provider

- 10 year owner
- Sold Business, ~85% revenue retention 3 years later
- Finalist, Microsoft WW Partner of the Year, Small Business Specialist
- Winner, ConnectWise Best New Idea
- Winner, Kaseya Cutting Edge Award

Community

- Founded HTG Peer Groups in Europe
- Founded CompTIA Mobility Community
- CompTIA Managed Services Exec Council
- CompTIA Vendor Advisory Council
- CompTIA Emerging Technology Exec Council
- Host, Business of Tech podcast
- Co-Host, Killing IT Podcast

Abby Hanson

- Microsoft Teams and Secure Collaboration Expert
- Ingram Micro Cloud
- Fargo, North Dakota
- Abby.Hanson@ingrammicro.com





you're
Invited

Who has been invited to this webinar?

- MSPs: we invited CWDash users and others
- IT Vendors: we invited some of our sponsors as well as other known vendors



Ingram Micro

Sponsor: Thank You

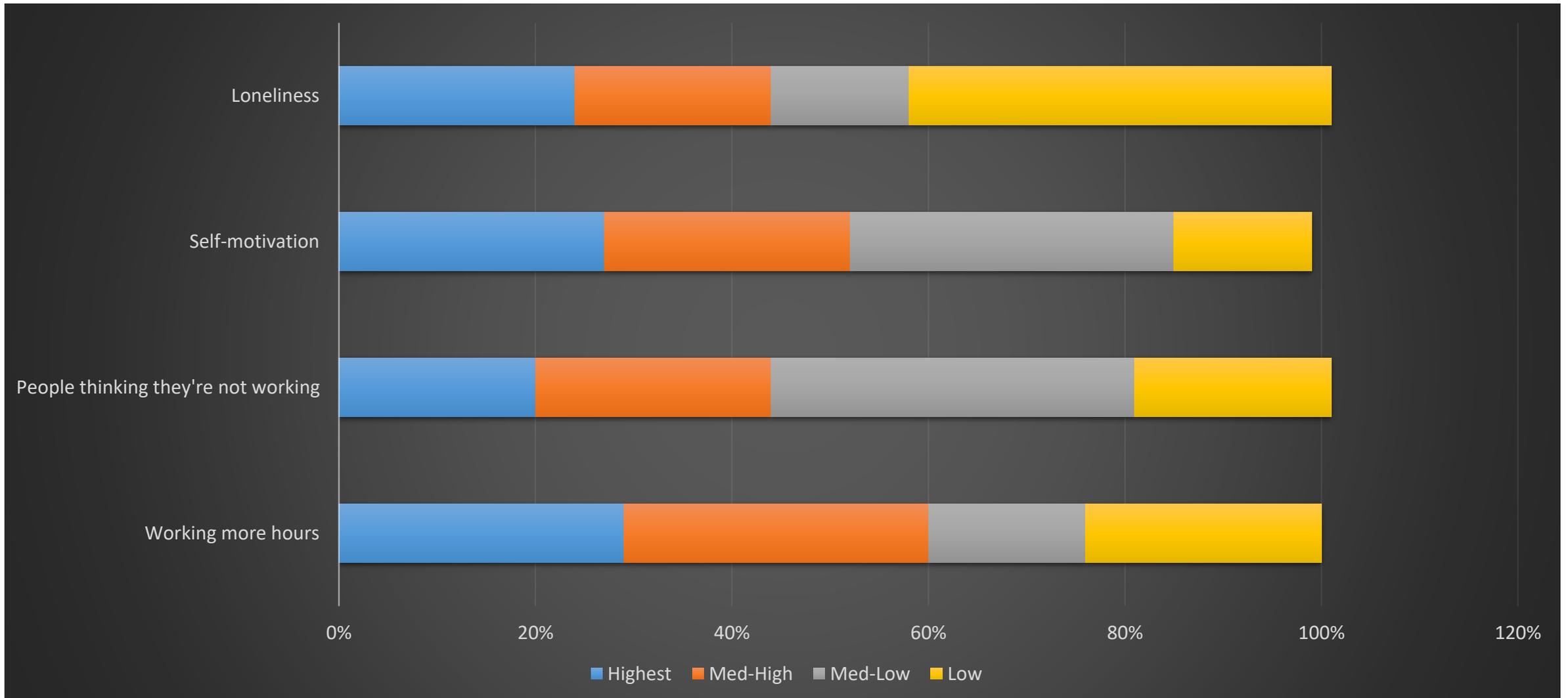


MSP Survey Invite

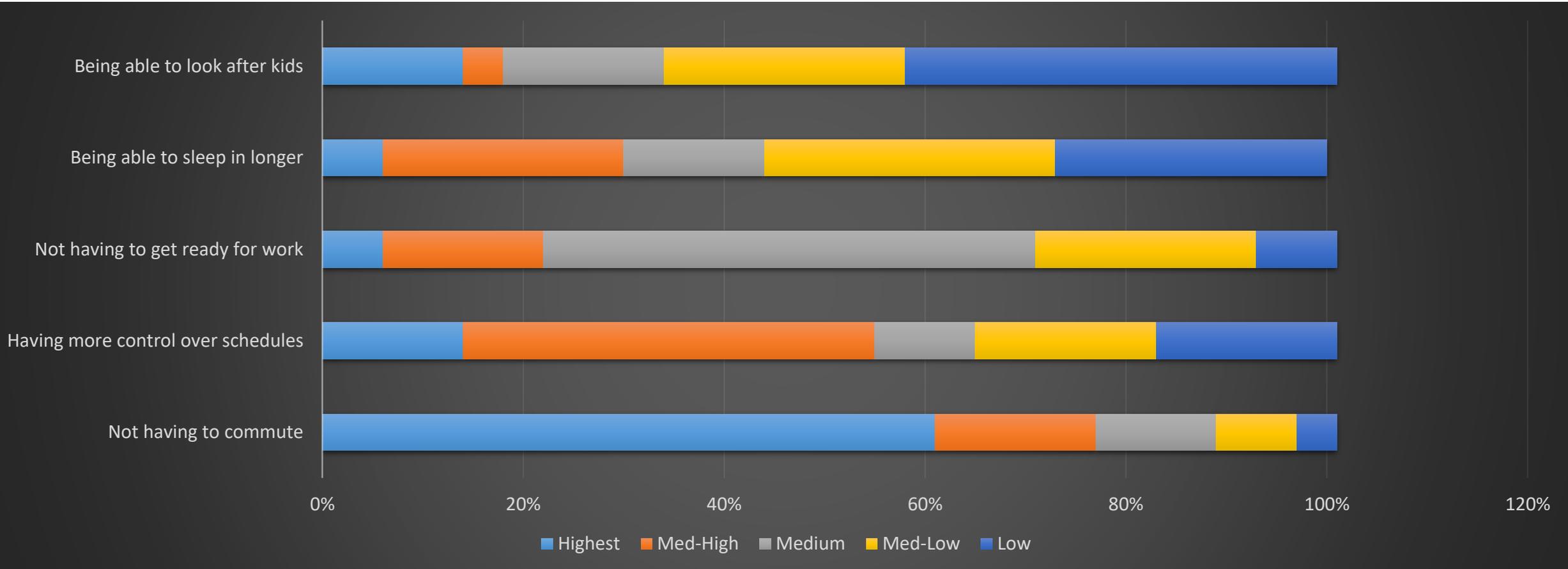
As the Coronavirus forces remote and virtual working, we want to know **how MSPs are coping** with this. We will be hosting a workshop with the results in hopes that will help other MSPs.

The **survey has 11 questions that should not take more than 5 minutes** to complete.

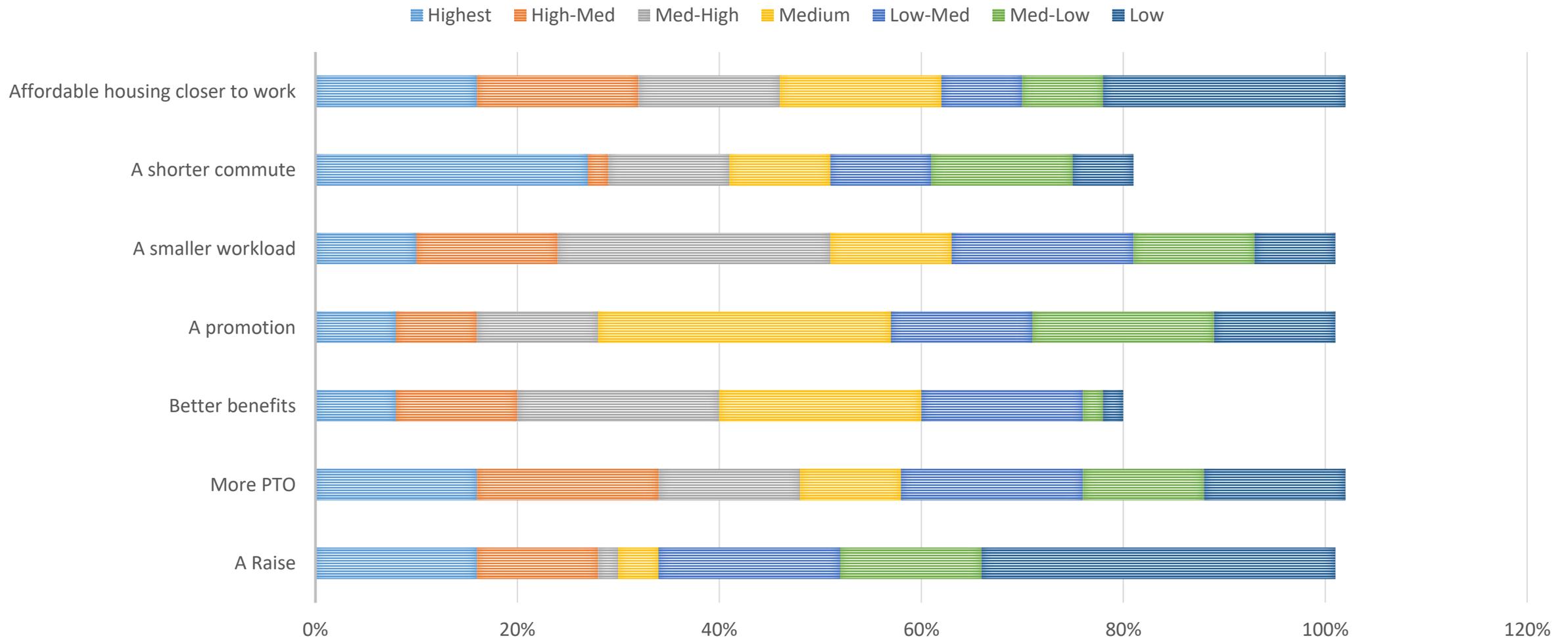
#9. How would you rank the MSP challenges of working remotely?



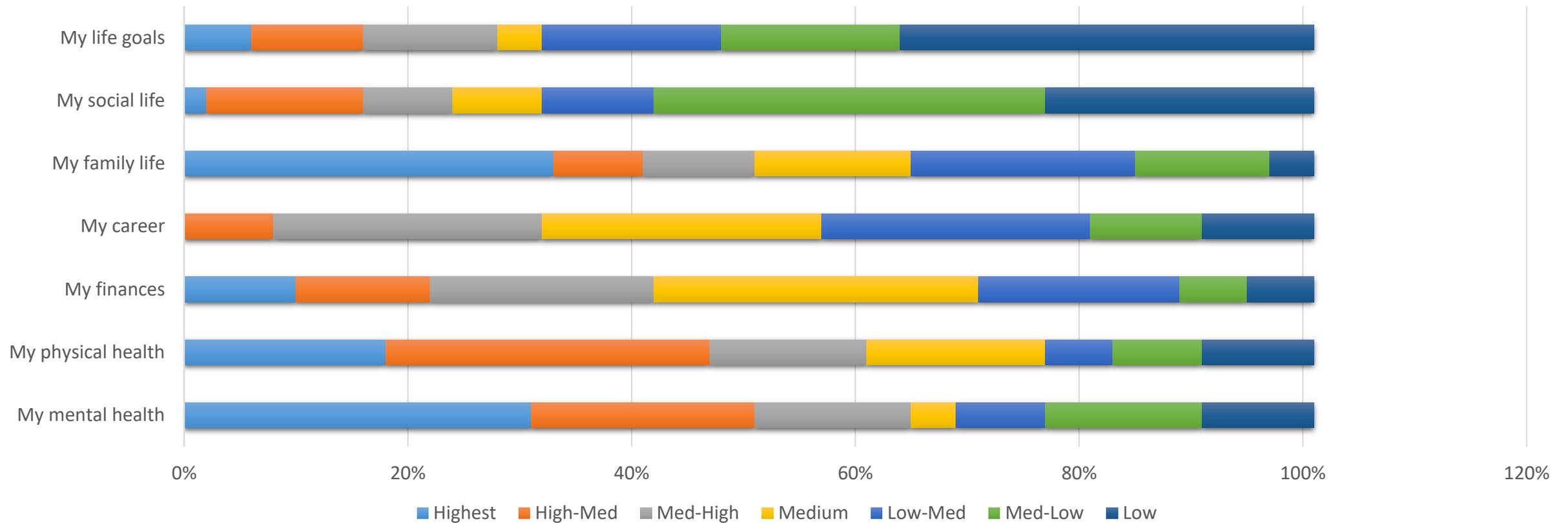
#8. How would you rank the MSP benefits of working remotely?



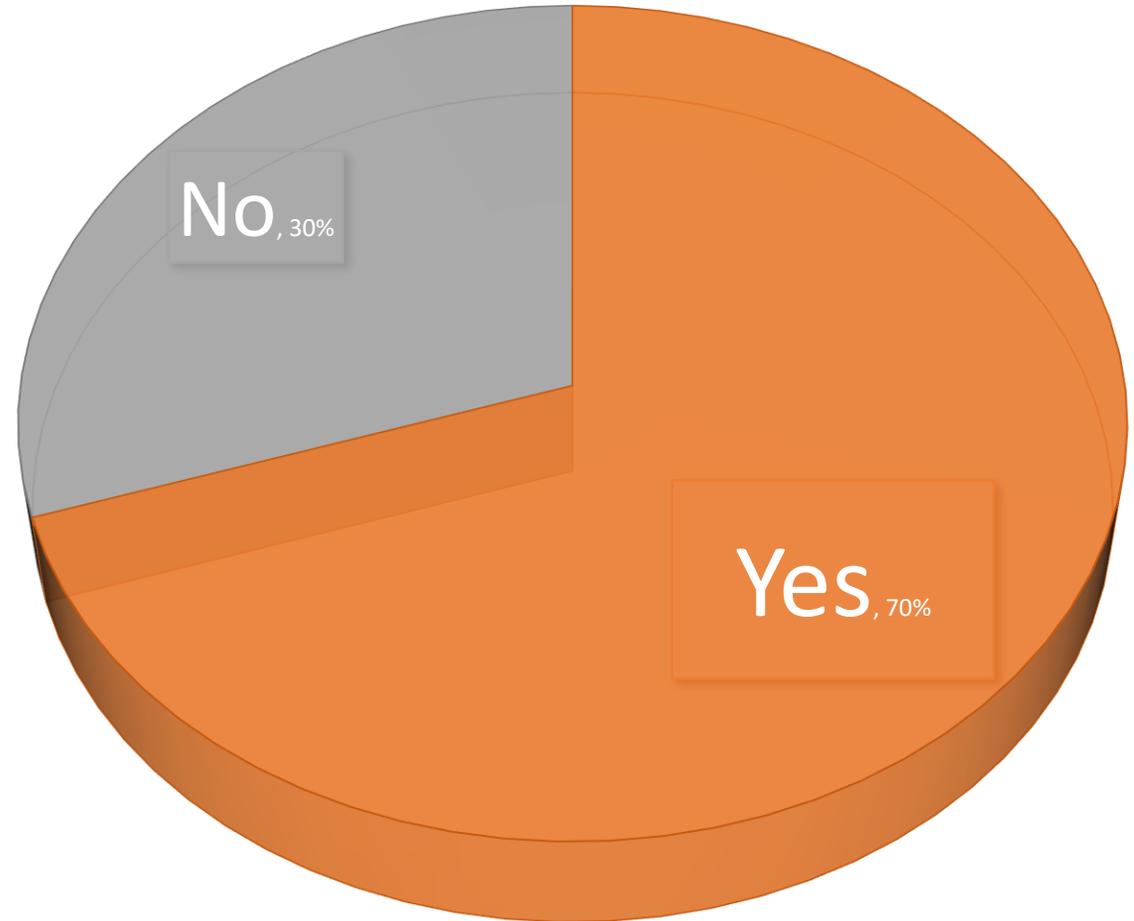
#7. What would you give up to work remotely?

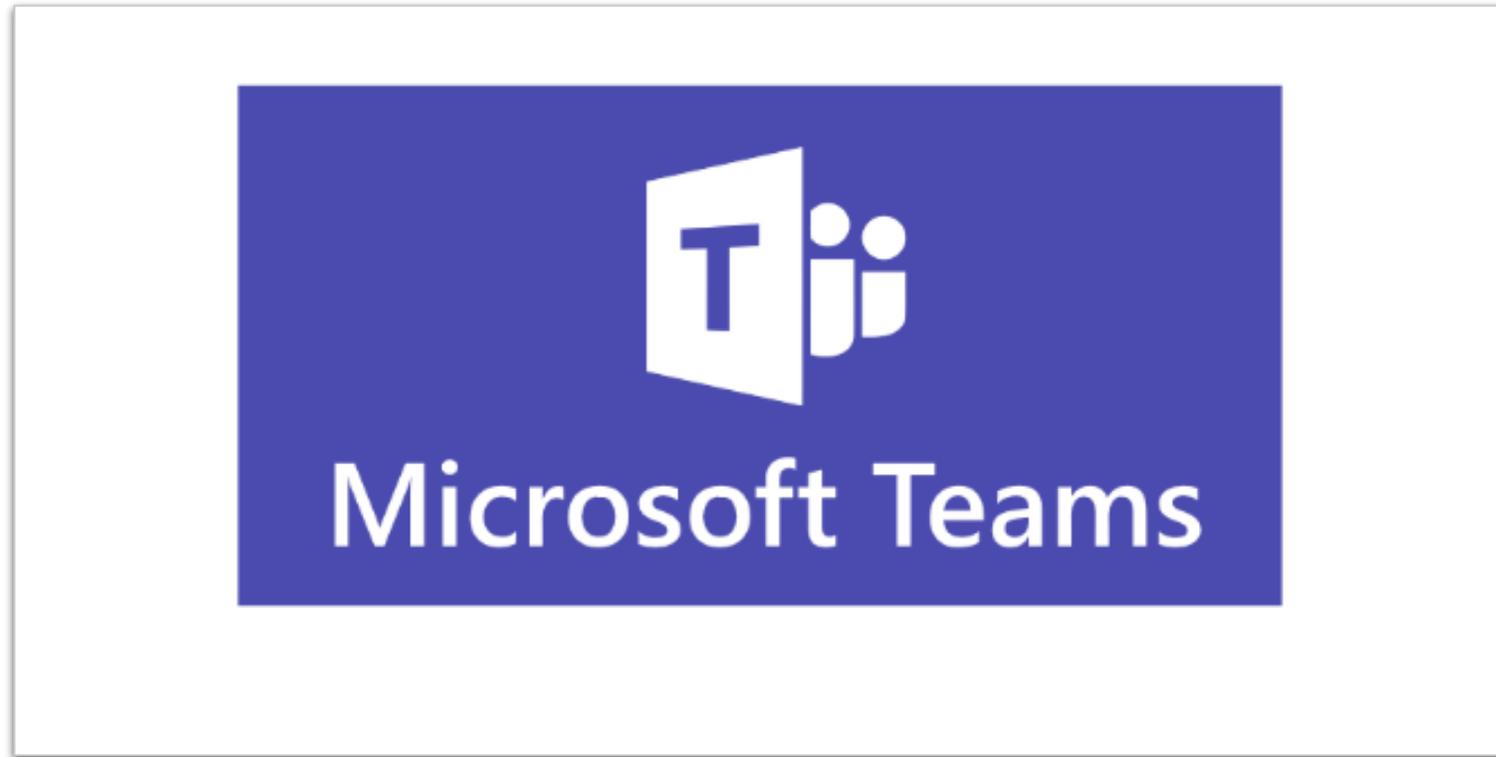


#6. How would you rank positive impact on all the staff in your MSP?



#5. Do you believe the staff at your MSP can get more work done when working remotely?





Ingram Micro – Teams discussion

How can MSPs and their clients benefit from Microsoft Teams?



Enabling remote work

Microsoft Teams, Office apps, Secure remote access, & Desktop virtualization

Enabling remote work



With COVID-19 impacting people around the world, organizations everywhere are pivoting to remote work and putting the safety of their employees, customers, and communities first.

Microsoft is committed as a company to making public health our first priority and doing what we can to address the economic and societal impact of COVID-19.

We also recognize the vital role that our technology plays in supporting people and organizations each day, today and in the long term. As such, we've put together initial guidance to help you enable remote work, so your employees have access to the tools, resources, and expertise they need in this challenging time.

Your Microsoft account team is here to support you with any help you may need.

How Microsoft can help you enable remote work

Empower people to stay productive



Enable people to meet and collaborate from home



Make productivity applications available on any device



Engage people with virtual events & communications

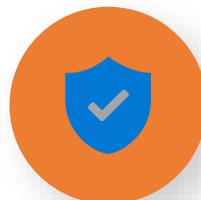


Deliver the best virtual desktop experience

Maintain security & control



Secure remote access to applications



Secure managed & unmanaged devices

Keep employees productive, even when working remotely



Information workers

Provide a powerful meetings, collaboration and workflow experience to those working from home



Firstline workers

Connect workers to the rest of the organization with a digital tool for communication, collaboration and shifts



Healthcare, schools, and government

Enable remote work and learning with industry-specific governance and compliance

Microsoft Teams

is the hub for teamwork
in Microsoft 365



Meetings & calling



Chat & collaboration



Apps & workflow

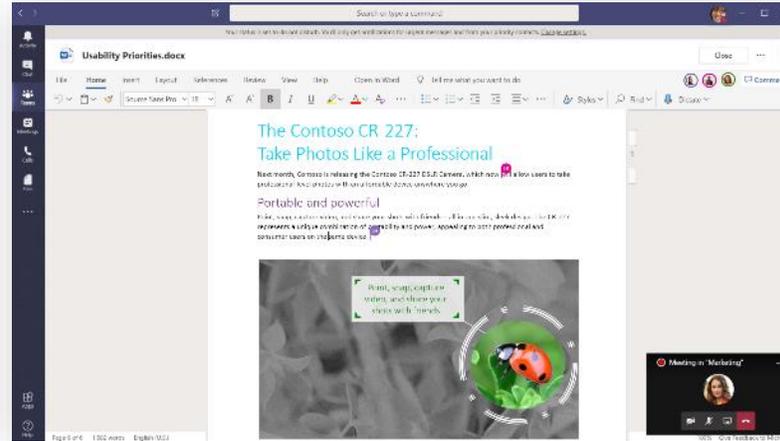
The screenshot displays the Microsoft Teams interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Yammer, Files, Returns, and Apps. The main area shows a list of teams: Warehouse #02 (with sub-channels: General, Incoming Orders, Return Approvals - Shift Managers, Returns, Shipping Updates), Research, Occupational Safety (with sub-channels: General, Emergency Procedures, OSHA Training and Information, Safe Lifting and Best Practices), and Company Events (with sub-channels: General, Company Party, Founders Day, Winter Holidays). A 'Join or create a team' button is at the bottom left. The right pane shows the 'Returns' team with tabs for Posts, Files, Wiki, Flow, Returns App, Returns PowerBI, and a 'New' button. A large image of a person's face is overlaid with the text 'Hello, Aya' and three red buttons: 'Check Stock', 'Process Returns', and 'Approvals'. A map at the bottom right shows the location '16031 NE 36th Way' with a red location pin.

Participate in interactive online meetings with video and chat

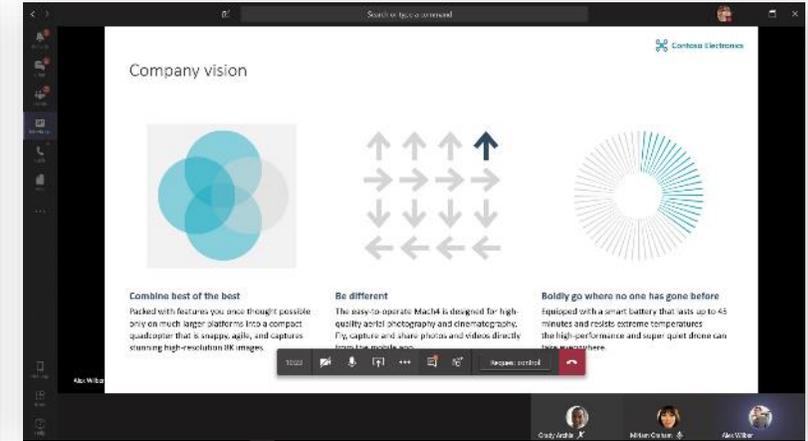
Have a conversation with a colleague or customer



Hold a team update or brainstorming session



Deliver a training workshop



Microsoft Teams Meetings



Connect & communicate with people inside and outside your organization

Meet with up to 250 internal & external participants

Chat and share screens, files, and webcams

Collaborate in real-time on documents & whiteboards

Blur or customize your background, & suppress noise*

Play back meeting recordings and search transcripts

Join your meeting from PC, Mac, web, or mobile devices

Define presenter and attendee roles

Dial in with Audio Conferencing when needed

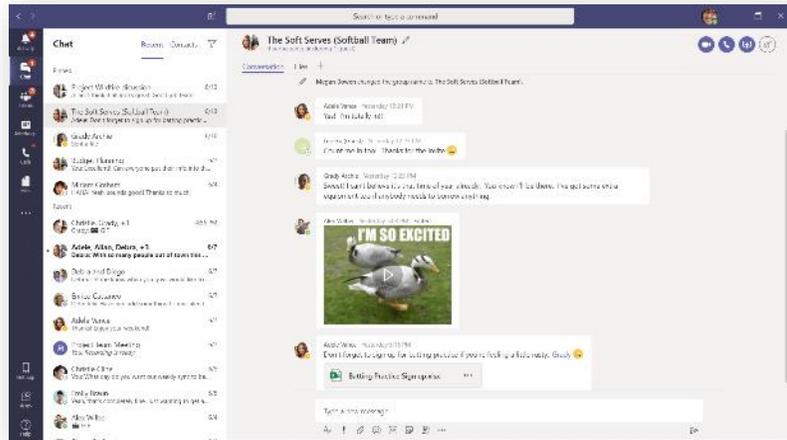
Follow along with Live Captions

Enterprise grade security, compliance & management

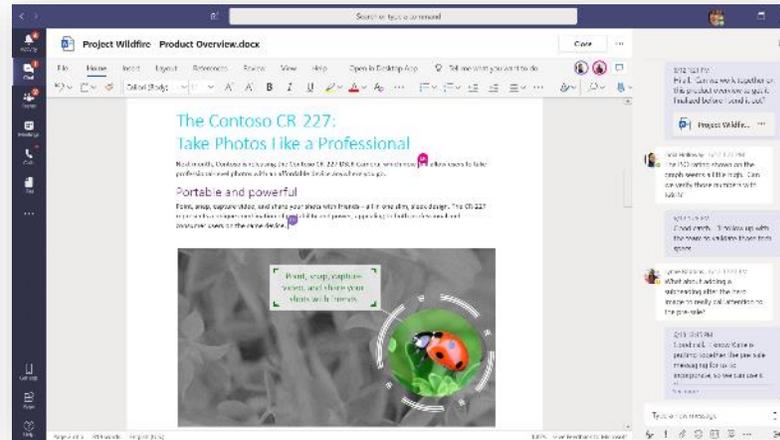
* Feature coming soon

Collaborate with people inside and outside your organization

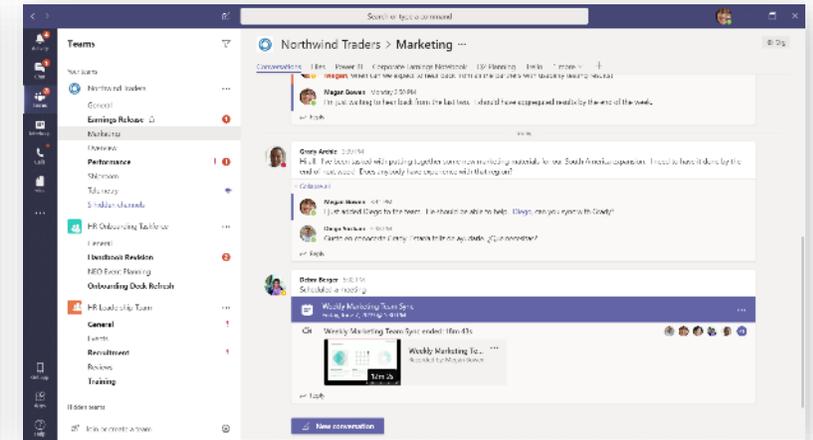
Do 1:1 and group chats



Co-author files and keep track of the conversation



Organize team projects by channel



Microsoft Teams Chat & Collaboration

Chat and collaborate with people in and outside your organization



Chat with co-workers 1:1 or with large groups

Include GIFs and pictures to build friendly rapport

Translate conversations across languages

Create, read & edit Office documents with your team

Create teams to organize your workstreams or projects

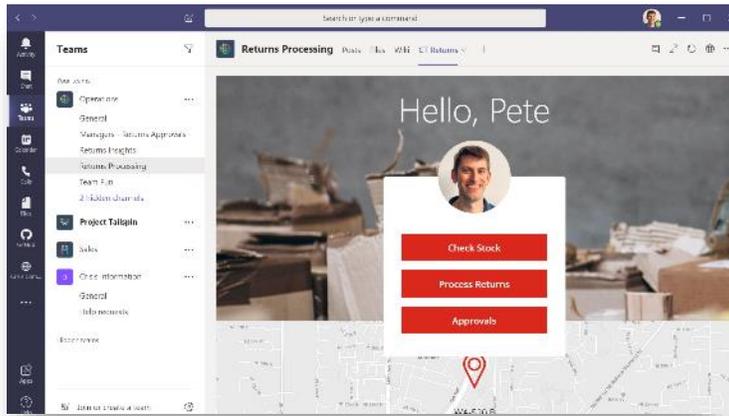
Stay organized by using channels to segment work

Encourage transparency with channel conversations

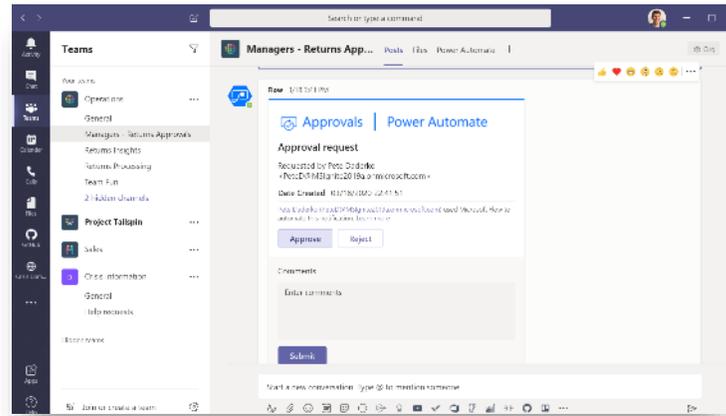
Private channels for sensitive content or conversations

Automate workflows with low-code tools in Microsoft Teams

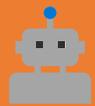
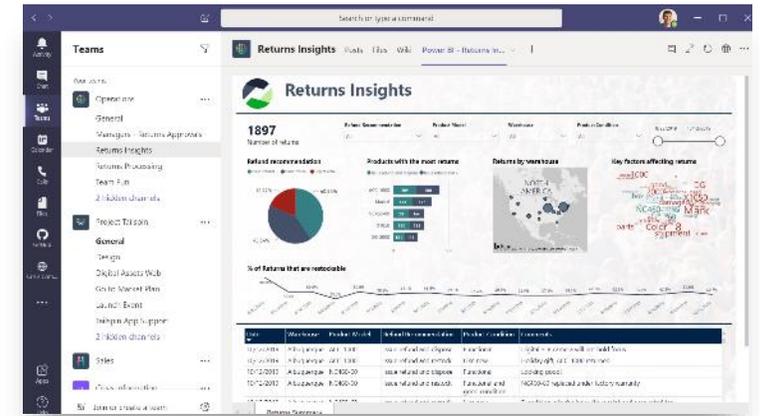
When working remotely, paper processes are hard



Having visibility to activities across teams can be challenging



When working remotely, it's important to have aligned goals



No printer, no problem. Easily streamline processes like inventory management with Power Apps in Microsoft Teams



Now anyone can digitize processes like approvals with Power Automate in Microsoft Teams



Consolidate data, embed dashboards with insights and drive data driven culture with Microsoft Teams

How to roll out Teams and drive adoption

Get Teams ready



- Use the [Quick Start Guide](#) to learn the Teams basics
- Make sure everyone has access to Teams, using the free 6-month [Office 365 E1 offer](#) or the [Freemium version of Teams](#)
- If you already have a subscription, make sure that [Teams is turned on](#) for everyone

Deploy Teams



- Understand [chat and meetings and audio-conferencing prerequisites](#) to plan your deployment
- [Create your first teams and channels](#) and [onboard](#) early adopters
- Get started with [Power Apps](#)
- [Monitor](#) usage and feedback – understand what's working, what's not

Drive Adoption

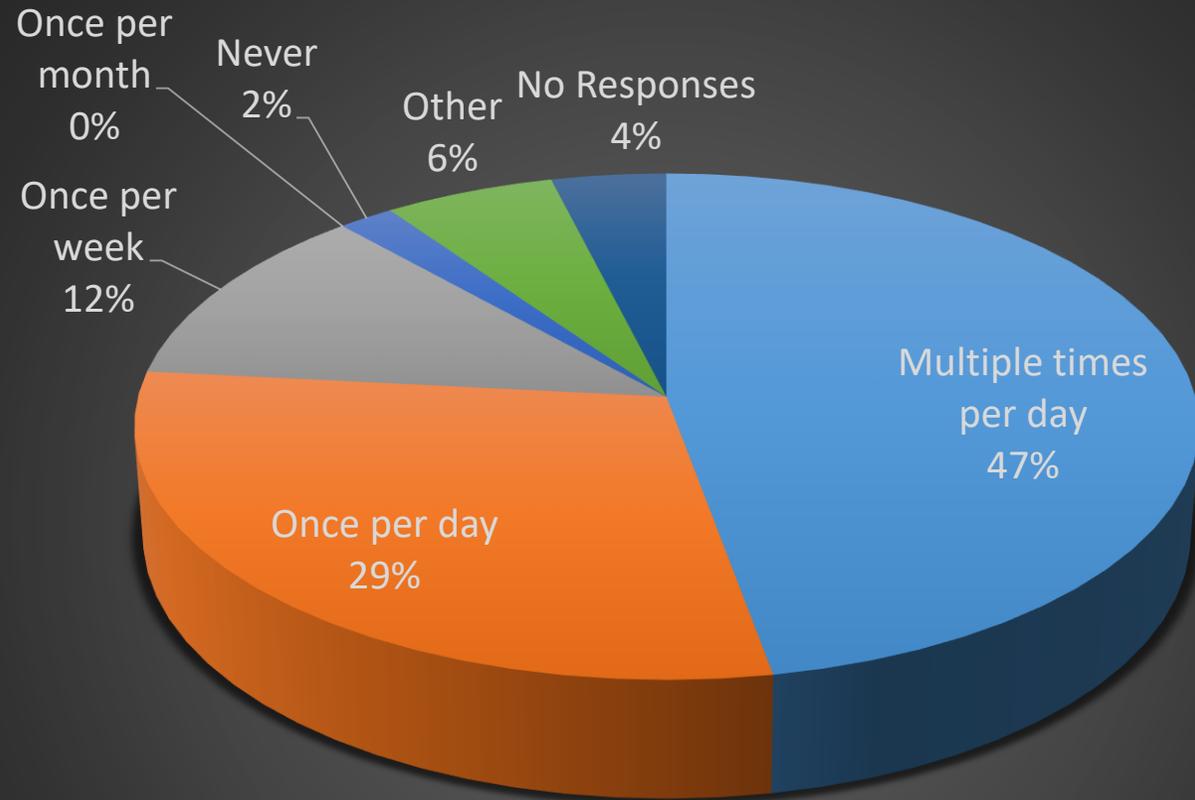


- Inform your users about Teams using the email templates in the [Customer Success Kit](#)
- Share training assets with your end users to help them get started quickly:
 - The [Quick Start Guide](#) to learn the Teams basics
 - The [Short Quick Start Videos](#) for a walkthrough of Teams
 - The [Meetings Videos](#) to learn how to use meetings in Teams

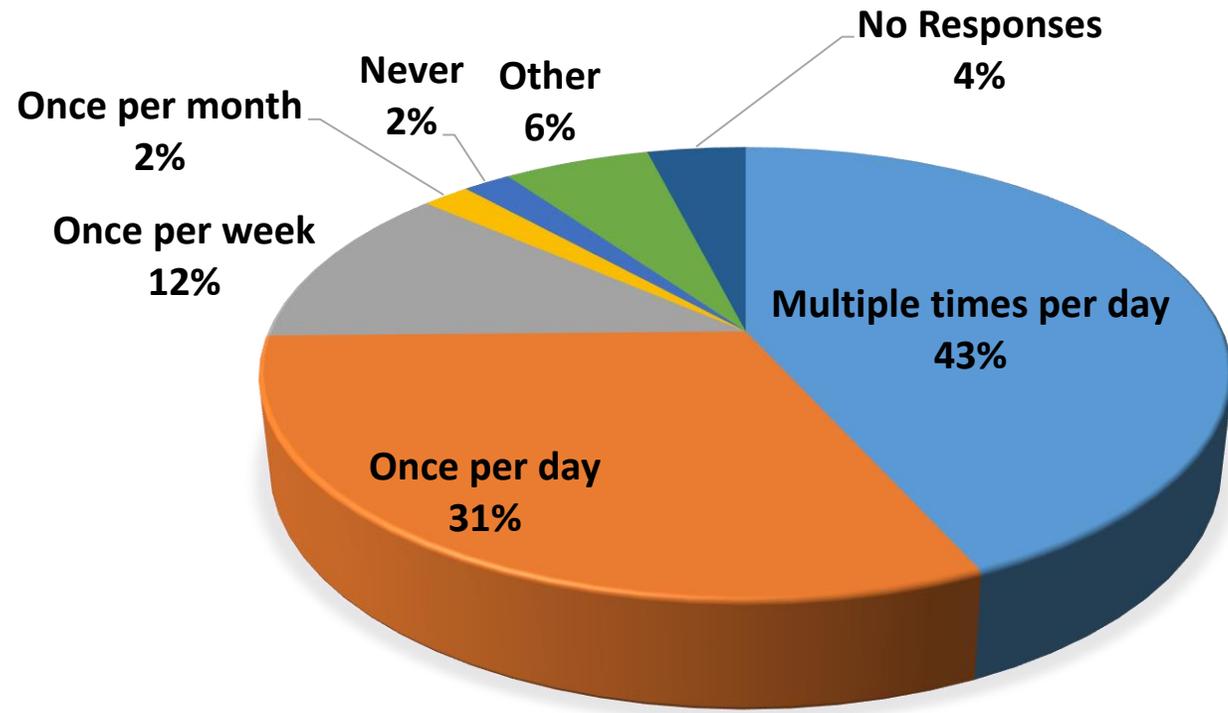


- Attend a live, [interactive workshops](#) designed to help get mid-sized organizations up and running with Teams
- See the full value of Teams Meetings and plan for your deployment with a partner-led [Meetings Workshop](#)
- Read the [Teams admin documentation](#) to learn how to roll out and manage Teams
- Join one of our [online classes](#) to see Teams in action and get your questions answered

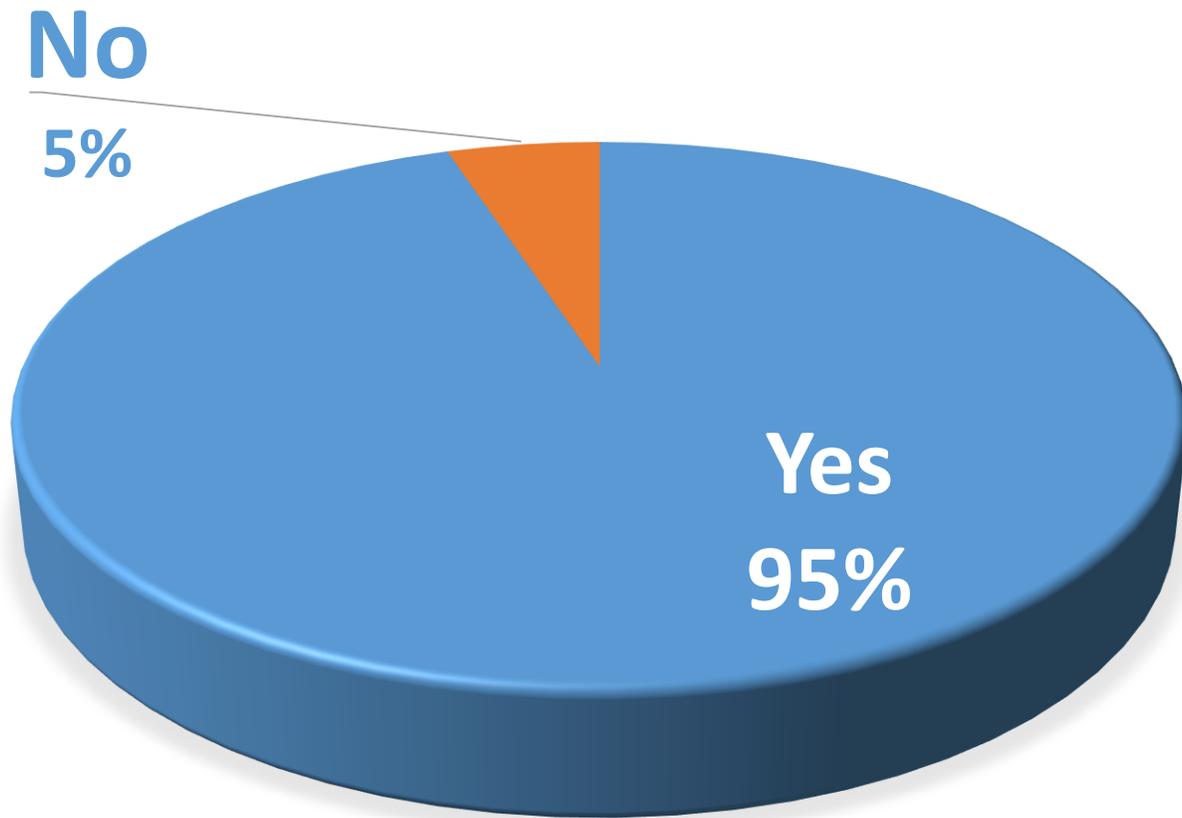
#4. How often do you have contact with your direct supervisor?



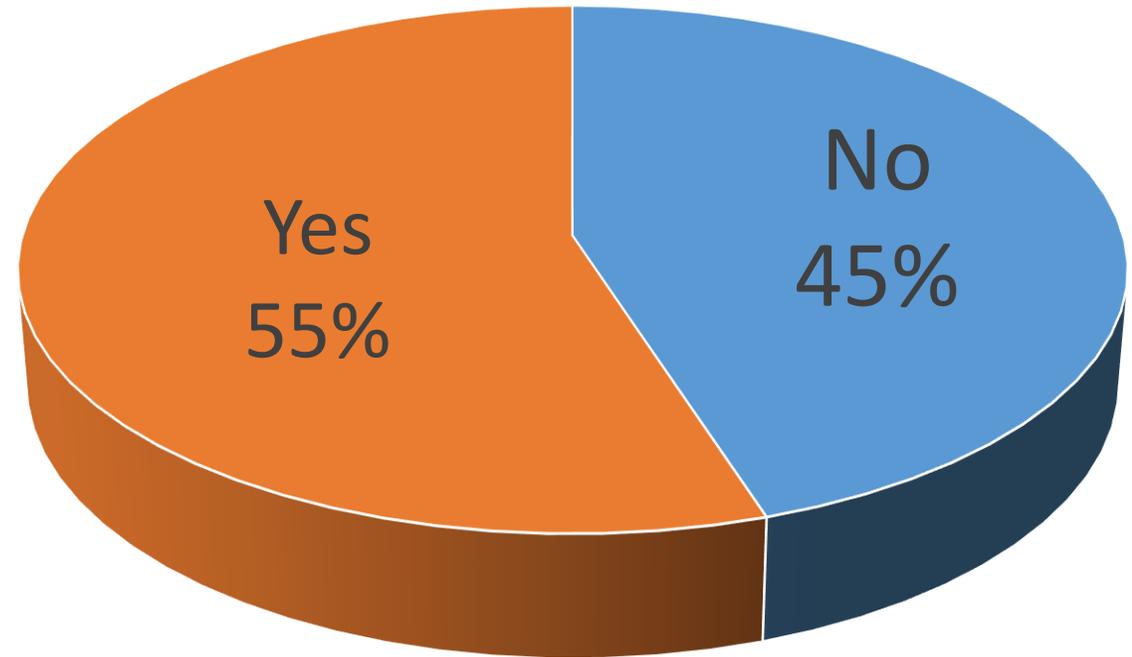
#3. How often would you like to have contact with your direct supervisor?



#2. Are you happy when you receive feedback?

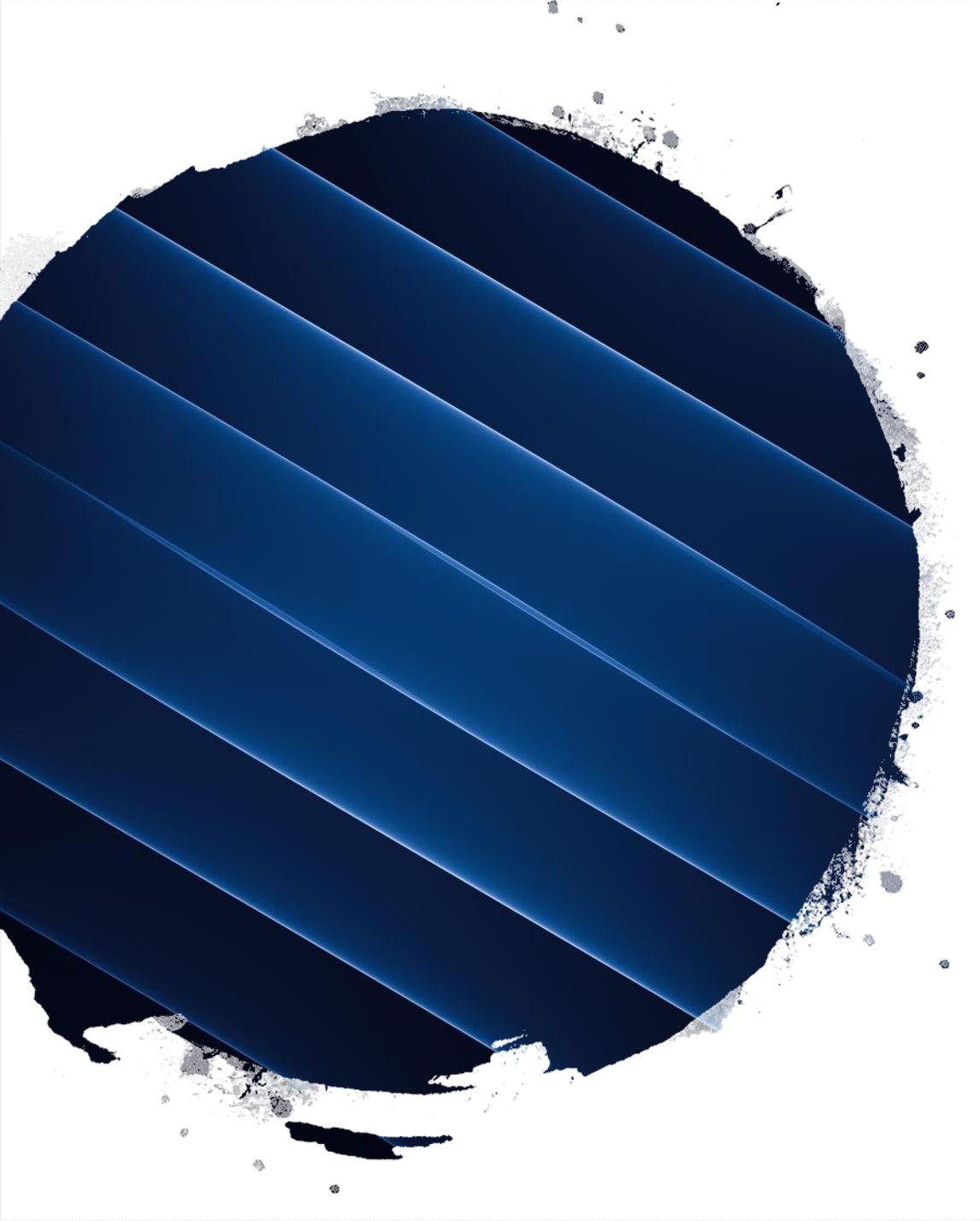


#1. Have you experienced a work-related problem because you weren't in the same place as your team?



So why do we care?

- The **commute** is the big benefit
- No one will give up direct \$\$\$ **compensation**. Remember this for hiring.
- **Life goals** are **not** much on the radar. 37% at the bottom.
- 70% think their staff get **more** done remotely.
- Supervisor feedback both “want” and “provided” are in alignment
- 43% have experienced a **problem** due to not being in the same place.



Plugs

CWDash for MSPs

ForzaDash for IT vendors

MSPRadio

Ingram Micro: Microsoft Teams group

ForzaDash Community



6,000

WW MSPs



20,000

MSP Prospects



100+

New MSPs / Mo

Want more?



THANKS!

Any questions?

You can find me at:

- » joe@forzadash.com
- » dave@mspradio.com
- » Abby.Hanson@ingrammicro.com

